



Riverview Septic Tank Phase Out Project

A Public Partnership between
the City of Jacksonville and JEA



August 8, 2024



- Safety Briefing & Introductions
- Program Background
- Program Overview
- Property Owner Requirements
- Customer Deposits
- Cost Savings
- Questions & Public Comment



Safety Briefing



- Emergency evacuation route
- Assembly place
- Medical conditions
- Fire extinguisher location
- Hazards in the room
- Cell phones on silent
- Restrooms





- **Greg Corcoran** – JEA, Project Outreach Manager
- **Council Member Reggie Gaffney Jr.** – Council District 8
- **Council Member Ju’Coby Pittman** – Council District 10
- **Steve Long, P.E.** – City of Jacksonville, Public Works Operations Director
- **Mickhael Sulayman, P.E.** – JEA, Senior Manager Programs & Special Projects
- **Mike Williams, P.E.** – JEA, Program Manager & Engineer
- **Leslie Nelson** – JEA, Project Outreach Specialist



Green river killer floats in Duval

Bacteria fatal to fish raises health alarms

By GREGORY RICHARDS

High levels of a microscopic organism commonly referred to as blue-green algae have developed in parts of Duval County's waterways, prompting health officials to urge people to avoid the water.

The "algae," actually a type of bacteria, can kill fish, cause

To be safe

- Avoid or limit exposure to any water containing the bacteria, especially for children and pets.
- Never drink untreated water containing the bacteria and don't let pets or livestock drink that water.
- Don't use herbicides to kill the bacteria because doing so will release the toxins directly into the water.

Source: Florida Fish and Wildlife Conservation Commission, Duval County Health Department.

St. Johns River and promoted the bacteria's growth, according to the St. Johns River Water

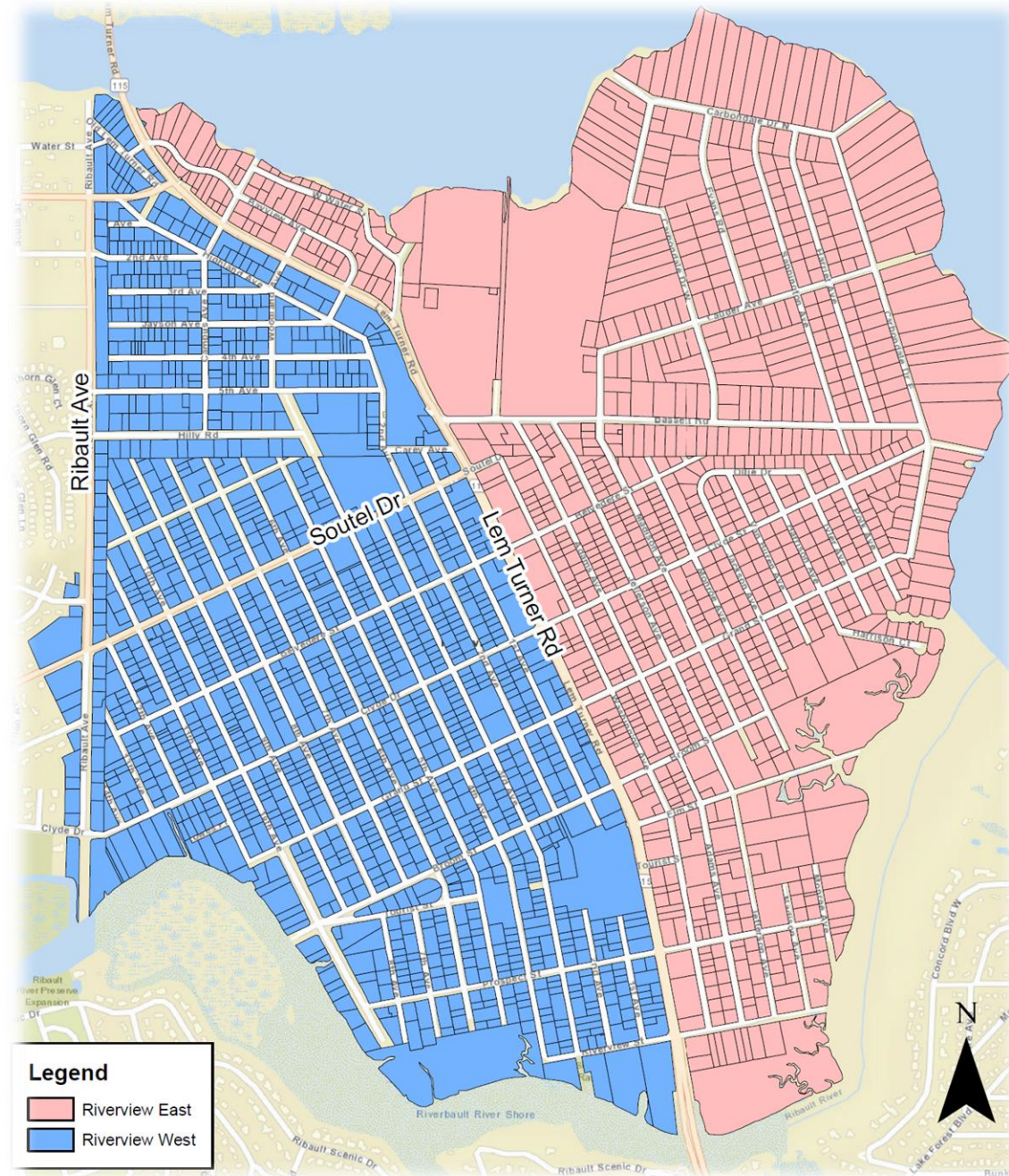


- Estimated 60k septic tank systems in Duval County
- Health Dept. identified 35 failure areas – Estimated 22k septic tanks in these areas
- Failing septic tanks negatively impact Jacksonville's waterways and quality of life
- COJ and JEA's response to citizens' request to provide new sewer and water to established neighborhoods at no upfront cost to property owners
- City Ordinance unanimously passed by Jacksonville City Council on 8/23/16
- Current Program Funding (COJ - \$118+ M, JEA \$49.5+ M)
- Riverview STPO Projected Costs: \$100.3 M



- Scoring system created to rank each failure area
- Includes environmental, health, and community considerations
- Examples: # of failing tanks, soil conditions, proximity to waterway, potential economic & future development
- Riverview project ranked #4 – 4th project of program
- Riverview split into two phases for Customer Outreach phase (East and **West**)
- Riverview project is the largest project to date

Riverview Project Boundaries



Riverview (East & West)
(Designated this way for Outreach efforts only)

North: Old Lem Turner Road,
Carbondale Drive North, Trout River

South: Riverview Street

West: Ribault Avenue

East: Carbondale Drive East, Trout
River

Closest Waterways

Ribault River, Trout River,
St. Johns River

Project Timeline



- **1st Community Meeting:** Feb. 15, 2024*
- **2nd Community Meeting:** August 8, 2024
- **Community Education Period:** Ongoing
- **Community Decision Period:** 6 months
- **Project Design and Bid:** 2-3 years**
- **Construction Kick-off Meeting:** TBD
- **Construction Period:** 2-5 years**

*Additional neighborhood meetings will be held as needed

**Duration is subject to change



- Voluntary Project – Community/Neighborhood decision
- **70%** (1,722/2,459) of property owner(s) within project area have to agree for project to move forward
- One vote per real estate (parcel) number as identified in the Duval County Property Appraiser records
- All properties have been counted, regardless of use or development (commercial, residential, unimproved)
- **JEA will require properties to connect to sewer AND water systems**
- Option to keep existing well for outside use

Program Overview



- Program pays for **ALL COSTS** associated with the installation of new sewer and water lines, including the plumbing work on private property and septic tank abandonment.
- Program pays for **ALL** COJ permit and JEA fees – **NO REPAYMENT**
- Property must be able to accept service or no connection
- Unimproved (no structure) lots adjacent to COJ maintained ROWs will receive a sewer and water connection at the property line for future connection
- For homes with a private well, sewer and water lines will be run from the property line to the structure
- For homes on the JEA water system, a sewer line will be run from the property line to the structure
- Existing roads, sidewalks, curbs, driveways, and sod **impacted by construction** will be restored at the end of the project



- Property owner(s) required to sign a Temporary Construction Easement (TCE) to participate in project – **29% (726) already signed up!**
- Property owner(s) must agree and pay monthly JEA bill once connected – Notify and coordinate with any tenants
- **Property owners with a structure that DO NOT connect will be charged “readiness to serve” fee of \$21.15 (currently) per month**
- Property owners will be notified (by mail) they have 365 days to connect once sewer system is available prior to being charged monthly fee
- Revenue generated by the “readiness to serve” fee will be used by the COJ to fund future STPO priority area projects

Customer Meetings – Sign Required Documents



- JEA Septic Tank Phase Out Program office is located at the **Bradham-Brooks Library – 1755 Edgewood Avenue West**
- Property owners will be contacted by email or phone to set-up face to face customer meetings (educate & sign TCE)
- TCE documents can be sent to property owners via email or USPS upon request
- Property owners can send original notarized TCE documents to JEA – **TCE will be recorded on property deed**
- **All property owners on deed must have notarized signature**



Call or email for an in-person appointment



- JEA Internal ONLY – Not FICO/Equifax/Experian credit score
- Everyone starts with a JEA internal credit score of 1,000
 - Keep account in good standing – maintain a perfect score
- If the JEA internal credit score goes too low (750 or below):
 - New deposit may be required
 - Current deposit could increase
 - Payment arrangements may be available
- Deposits are usually 2-times the average monthly bill for the property
- No initial deposits required for new wastewater service 800 or above (residential customers) and 850 or above (commercial customers)

JEA Credit Score – Infraction Examples



Infraction	Internal Credit Reduction	Duration of Credit Reduction
1 st Dishonored Payment	-100 Points	9 months
2 nd Dishonored Payment	-200 Points	9 months
Dishonored Deposit or Initial Payment	-300 Points	9 months
Disconnection for Non-Payment	-100 Points	12 months
Write Off with Outstanding JEA debt	-750 Points	4 years



- **Maintain Good Payment History/Work to Improve Score**
 - There is plenty of time
 - Pay on time, no returned payments, no disconnects
- **Deposits are Returned (Applied to JEA account)**
 - After 12 months
 - If a good JEA credit score is maintained
- **JEA MyWay – Pay-As-You-Go Billing - jea.com/myway**
 - Avoid a deposit entirely – prepay for utility services
- **Questions about your current JEA Credit Rating?**
 - See a JEA Customer Advisor in attendance or call (904) 665-6000



Example: Average Water/Sewer Bill:

- Bassett Road, Grand Street, Clyde Street existing water customer example (average)
- Similar homes – size & build
- ¾ Inch meter
- Average consumption 4,000 gallons
- \$27.31 Water
- **\$43.67 Sewer**
- \$70.98 TOTAL
- Bills could be higher or lower depending on customer usage & billing cycle
 - Estimate your bill at jea.com/estimateyourbill
- Billing will not start until you are connected





JEA Project Outreach

904-665-7500

Email: projectoutreach@jea.com

Program web page: jea.com/septicTank

Project web page: jea.com/riverview

